Outcomes from the Productivity Places Program 2009:
Technical notes

NCVER

This document was produced as an added resource for the report Outcomes from the Productivity Places Program 2009. The report is available on NCVER’s website: <http://www.ncver.edu.au>

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## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Scope</td>
<td>3</td>
</tr>
<tr>
<td>Questionnaire design</td>
<td>4</td>
</tr>
<tr>
<td>Reference period</td>
<td>4</td>
</tr>
<tr>
<td>Survey methodology</td>
<td>4</td>
</tr>
<tr>
<td>Survey response</td>
<td>6</td>
</tr>
<tr>
<td>Privacy</td>
<td>6</td>
</tr>
<tr>
<td>Survey data</td>
<td>7</td>
</tr>
<tr>
<td>Reliability of estimates</td>
<td>7</td>
</tr>
<tr>
<td>Data comparability</td>
<td>8</td>
</tr>
</tbody>
</table>
Introduction

Outcomes from the Productivity Places Program 2009 presents information about the outcomes of students who completed their vocational education and training (VET) under the Productivity Places Program (PPP graduates) during 2008. Information in this publication is derived from the Productivity Places Program Survey that covers students who were awarded a qualification in 2008 with funding from the Productivity Places Program.

The survey focuses on students’ outcomes and satisfaction with VET. Information was collected on personal and training characteristics, employment outcomes, further study activity, satisfaction with the training, whether they achieved their main reason for undertaking the training, and how relevant the training was to their current job.

This is the first time the Productivity Places Program Survey has been conducted.

The survey was conducted by way of a self-enumeration questionnaire between May and August 2009. The response rate to the survey was 37%. Fieldwork was conducted by the Social Research Centre on behalf of the National Centre for Vocational Education Research (NCVER).

Also presented is information on the outcomes of VET graduates who were not employed before training derived from the 2009 Student Outcomes Survey. For more information on the 2009 Student Outcomes Survey, please refer to http://www.ncver.edu.au/publications/2180.html.

Scope

The 2009 Productivity Places Program Survey targeted students who completed recognised vocational training in 2008 with funding from the Productivity Places Program (figure 1).

The Productivity Places Program is funded by the Australian Government. In 2008, the program was designed to raise the skill levels and employability of people who were not working but looking for work (job seekers), by funding training in areas of skill shortages. Funding was provided for training leading to nationally endorsed qualifications at certificate II, certificate III, certificate IV, and diploma level. The program commenced in April 2008 and was administered by the Australian Government.

In 2008, all PPP graduates were job seekers. A job seeker is a person aged 15 years or over who is not currently working but is seeking or intending to seek paid employment or self-employment after completing the qualification.

Figure 1 Definition of PPP graduates

PPP Graduates

Students:
- who gained a qualification through their training between 1 January 2008 and 31 December 2008
- whose training was funded through the Productivity Places Program
- who were aged 15 years or over
- had a valid date of birth
Questionnaire design

The survey used the 2009 Student Outcomes Survey questionnaire, which was designed to measure the characteristics of students and relate these to employment and further study outcomes. The questionnaire also measures the relevance of training to the student’s employment and student satisfaction with training.

Reference period

Students were asked to provide information with respect to two reference periods.

The first period was during the six months before starting the training. Students were asked to supply information on their highest level of schooling completed, education qualifications completed since school, labour force status, and employment characteristics.

For the second period the reference date was 29 May 2009. Students were asked to supply information on labour force status, employment characteristics, future study plans, opinions of their training and suggestions for improving the training.

Survey methodology

Sample design and frame

The Productivity Places Program Information Management System (PIMS) was used as the sampling frame for the survey. The system holds details on students whose training was funded through the Productivity Places Program, the courses they undertook, and their achievement.

For students in scope of the survey who had completed multiple courses (based on student identifier), the following criteria were used to define the population of PPP graduates:

- Where a student had completed two or more courses, the record with the higher qualification level was selected
- Where a student had completed two or more courses at the same qualification level, the record with the most recent date of completion was selected.

The population of PPP graduates is shown in table 1.

<table>
<thead>
<tr>
<th>Table 1. The number of PPP students in scope of the survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of records</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
</tr>
<tr>
<td>Course completions</td>
</tr>
<tr>
<td>Records out of scope of the survey:</td>
</tr>
<tr>
<td>- Invalid date of birth (system default)</td>
</tr>
<tr>
<td>- Multiple records for the same student</td>
</tr>
<tr>
<td>Records in scope of the survey</td>
</tr>
</tbody>
</table>
Once the population was defined, a sample of 9,842 students was randomly selected and stratified by:

- Field of education (6 categories that are aggregates of the 12 ASCED broad fields)
- Sex (2 categories: male, female)
- Age (4 ranges: 15-19, 20-29, 30-44, 45 years and over).

Contact details of all selected students were supplied to the field work contractor by the Department of Education, Employment and Workplace Relations (DEEWR). DEEWR provided the name, address, telephone numbers and email address of the student, the college or institution ID, field of education, and course qualification ID.

Fieldwork

Mail out

The data were collected by way of a self-enumeration questionnaire. Each student was mailed a questionnaire pack on 25 May that included a personalised cover letter - including their training details and how to complete the survey online - an information page, and the questionnaire, together with a reply paid envelope. About two weeks later, a postcard was sent to all students thanking those who had returned the survey and reminding others to return their completed questionnaire. Six weeks after the first questionnaire was mailed out, a reminder package was sent to those students who had not returned their questionnaire. This consisted of another questionnaire with a reminder letter, an information page and a reply paid envelope.

Online option

All students are given the option to complete the survey online. The personalised cover letter they receive within their questionnaire pack contains a unique user name and password for access to the online survey. The online survey questions are the same as the hard copy version.

Email and Short message service (SMS)

Email and short message service (SMS) communication were also used to contact students and encourage response. All students with a valid email address (about 15% of the sample) were also contacted by email. On 1 June 2009, an invitation to complete the survey was sent, which contained an embedded link to access the online survey. Three reminder emails were sent to students who had not completed the survey on 19 June, 14 July and 15 August. Only those students with a valid mobile phone number who had not been contacted by email were sent a SMS. Two messages were sent, an invitation on 5 June and a reminder on 19 June. Students contacted by email and SMS received the same postal communication and telephone follow-up as those receiving only the hardcopy survey form.

Telephone follow-up

Not all of the returned questionnaires were useable for reasons such as return to sender or refusals. A summary of survey responses is shown in the Survey Response section. Where a student did not answer a question the response was treated as a non-response for that particular question.
Financial incentive

A financial incentive was offered as a means of increasing the response rate to the 2009 Student Outcomes Survey questionnaire. Three prize draws were conducted, timed to coincide with reminder activity, with winners selected at random. The prizes were:

- a national prize of $2 000 for on-line response by 15 June 2009
- a prize of $1 000 in each state/territory for students completing their surveys by 26 June 2009
- a national prize of $1 000 for students completing their surveys by 20 July 2009.

Weighting

As the survey was undertaken as a sample rather than a census, responses have been weighted to population benchmarks of students who completed their training in 2008 with funding from the Productivity Places Program - the target population for the survey. All percentages published have been derived based on stated responses.

Respondents were weighted to population benchmarks from PIMS, as defined for sample selection, using the following stratification variables:

- Field of education (6 categories that are aggregates of the 12 ASCED broad fields)
- Sex (2 categories: male, female)
- Age (4 ranges: 15-19, 20-29, 30-44, 45 years and over).

Survey response

Details of the response rate achieved at the national level are shown in table 2.

Table 2. Survey response summary, Australia, 2009

<table>
<thead>
<tr>
<th>Australia</th>
<th>PPP graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
</tr>
<tr>
<td>Questionnaires mailed(^b)</td>
<td>9 842</td>
</tr>
<tr>
<td>In scope(^b)</td>
<td>9 778</td>
</tr>
<tr>
<td>Responded</td>
<td>3 651</td>
</tr>
<tr>
<td>Did not respond</td>
<td>6 127</td>
</tr>
</tbody>
</table>

Notes

- a  This is the number of questionnaires mailed to in-scope selections. However, some of these were later deemed to be out of scope of the survey.
- b  The number of potential respondents once self-identified out of scope selections have been removed.

Privacy

All students were assured of complete confidentiality. No information has or will be released in a way that will enable the identification of any individual. Students names, addresses, telephone numbers and email addresses were used only by the field work contractor during the field work stage. Contact details have not and will not be given to any other persons, organisations or departments. Any contact details of students held by the field work contractor for the purpose of this survey are destroyed upon conclusion of the project.
Survey data

The Productivity Places Program Survey collected data on students’:

- personal characteristics
- training characteristics
- employment characteristics before and after training
- further study activity
- opinions of the training
- suggestions for improvement.

Information on students was also obtained from PIMS. This included details of students’
personal characteristics and some information on their training.

A summary of the main findings is published. Additional information is available, subject to
reliability and confidentiality constrains, for the following data items.

- Training characteristics of students include course name, qualification, field of education,
  sources of income during training, the main reason for doing the training, and relevance
  of the training to their job.
- Employment characteristics of students are available for both reference periods and
  include labour force status, whether employed full-time or part-time, whether a casual or
  permanent employee, occupation, and industry. Applicable to the second reference
  period only is information about earnings, length of time taken to find a job after
  training, and whether the job is their first full-time job.
- Further study plans include qualification and type of institution.
- Students’ satisfaction ratings with various aspects of the training.
- Personal characteristics of students include age, sex, country of birth, disability status,
  Indigenous status, students speaking a language other than English at home, school and
  educational qualifications.

Permanent and casual employment status was determined by whether the student indicated they
received paid holiday and/or sick leave.

Students are asked how much they usually earned before tax or other deductions. They are
provided with a list of income ranges from which to choose where their income would best fit
over a week or a year. The question on earnings is designed to be flexible enough so that it can
be converted into average weekly earnings.

For more information on the questions asked within the survey and the derivation of variables,
see the survey questionnaire and data dictionary at

Reliability of estimates

Two types of error are possible in an estimate based on a survey: sampling error and non-
sampling error. Non-sampling error may occur for reasons such as non-response bias, incorrect
responses, interviewer errors, attrition and processing errors. Sampling error is a measure of the
variability that occurs because a sample, rather than the entire population, responds to a survey.
Estimates from the Productivity Places Program Survey are subject to sampling variability. This is because they are based on information provided by a sample rather than a population. The estimates may differ from those produced if all students had been included and responded to the survey. The standard error is one measure of the likely difference. Standard errors enable us to calculate confidence intervals, or significance levels, for the estimates. By convention, a 95% confidence interval is applied in judging the reliability of survey estimates. That is, there are 19 chances in 20 that the estimate obtained from the sample will be within two standard errors of the true population value (i.e. the value if the whole population is surveyed).

Confidence intervals are provided for key variables in the data tables. Please refer to http://www.ncver.edu.au/publications/2220.html.

Data comparability

Information on the outcomes of PPP graduates is compared with the outcomes of conventional VET graduates who were not employed before training (more precisely, who did not have a paid job at any time during the six months before training). This information is derived from the 2009 Student Outcomes Survey. There are inherent differences between the personal and training characteristics of the two groups. For example, compared with VET graduates not employed before training, a higher proportion of PPP graduates:

- were aged 25 years or older (78.8% compared with 48.6%)
- had a disability (20.7% compared with 16.0%)
- spoke a language other than English at home (34.3% compared with 26.8%)
- undertook their training for employment related reasons (85.2% compared with 65.8%)
- completed training within a community services training package (26.7% compared with 9.9%)
- completed training in courses with an intended occupation of community and personal service worker (45.3% compared with 24.4%).

These inherent differences make comparisons with the control group problematic.

Thank you for completing this form

Please return the form in the envelope provided (no stamp required) to:

2009 Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122

Remember, if you post the survey to us or complete it online by 6 pm AEST on Friday 26 June 2009 you’ll go into a draw for your chance to win $1,000.

2009 STUDENT OUTCOMES SURVEY PRIZE DRAW
TERMS AND CONDITIONS OF ENTRY

Method of entry
Entry open to those who receive an invite to and complete the 2009 Student Outcomes Survey. To enter respondents must complete the survey online (www.ncver.edu.au/sos), or return it to:
2009 Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122

Duration of entry period
The entry period for inclusion in the first prize draw is from 26th May 2009 until 6 pm AEST, 15th June 2009. The second draw entry period is from 26th May 2009 until 6 pm AEST 26th June 2009. The third draw entry period is from 26th May 2009 until 6 pm AEST 20th July 2009.

Details of prizes and prize values
The first entry drawn in the prize draw for online respondents will receive $2,000. The first entry drawn in the eight Australian States and Territories will receive $1,000. The first entry drawn in the second ‘national’ prize draw will receive $1,000. The total prize value is $11,000.

Date, time and place of draw
The first draw will be conducted at 12 pm AEST on 17th June 2009, the second draw will be conducted at 12 pm AEST on 1st July and the third draw at 12 pm AEST on 22nd July at Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. Winners will be randomly selected through a computer generated draw.

Name of newspaper and the date on which the results will be published
Winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in ‘The Australian’ newspaper on 22nd June 2009, 8th July 2009 and 2nd August 2009.

Trader’s name and address
The trader is The Social Research Centre Pty Ltd, Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. ABN: 91 096 153 212

Unclaimed prize draw
If the prizes are unclaimed by 30th October 2009 unclaimed prize draws will take place at 12 pm AEST on 3rd November 2009 at the above address. The winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in ‘The Australian’ newspaper on 8th November 2009.
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Congratulations on undertaking training in Esol (Access) from TAFE NSW - Sydney Institute. This included subjects such as ‘Approaches to learning 1’.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Have your say.....and you could win!!

It’s easy
● Just go to www.ncver.edu.au/sos
Enter your username: 22516 and password: 2a7h4y

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**
● Or complete the attached form and post it back to us in the reply-paid envelope.

If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676. Thank you for your help.

Tom Karmel
Managing Director, NCVER

* Complete the survey by 26 June 2009 to go into the prize draw for $1,000.
** Complete the survey online by 15 June 2009 to go into the prize draw for $2,000.
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Provision of State and Territory licence numbers
SA Licence No. T90528
ACT Licence No.TP08/00868
NSW Licence No.L7PS/09/01520

Have your say.....and you could win!!

Congratulations on undertaking training in ‘APPLY BASIC FIRST AID’ from Charles Darwin University.
We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It’s easy
• Just go to www.ncver.edu.au/sos

Enter your username: 30202 and password: 2a9d3c

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

• Or complete the attached form and post it back to us in the reply-paid envelope.
If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

Tom Karmel
Managing Director, NCVER

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** Complete the survey online by 15 June 2009 to go into the prize draw for $2,000.

Australian Government
Department of Education, Employment and Workplace Relations

NATIONAL CENTRE FOR VOCATIONAL EDUCATION RESEARCH LTD
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email ncver@ncver.edu.au   web  www.ncver.edu.au   ABN 87 007 967 311

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Thank you for completing this form

Please return the form in the envelope provided (no stamp required) to:

2009 Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122

Remember, if you post the survey to us or complete it online by 6 pm AEST on Friday 26 June 2009 you’ll go into a draw for your chance to win $1,000.

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- Complete the survey by 26 June 2009 to go into the prize draw for $1,000.
- Complete the survey online by 15 June 2009 to go into the prize draw for $2,000.

Congratulations on undertaking training in Certificate II in Retail Operations.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It’s easy
● Just go to www.ncver.edu.au/sos
Enter your username: 30549 and password: 2a9f2e

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

● Or complete the attached form and post it back to us in the reply-paid envelope.

If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

Tom Karmel
Managing Director, NCVER
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Provision of State and Territory licence numbers
SA Licence No: T95628
ACT Licence No:TP09/00888
NSW Licence No:LTPS/09/010520

Congratulations on undertaking training in Certificate III In The Seafood Industry (Fishing Operations). This included subjects such as ‘APPLY EMERGENCY PROCEDURES ON BOARD A SHIP’. We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*
It's easy
● Just go to www.ncver.edu.au/sos

Enter your username: 30773 and password: 2a9g3y

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**
● Or complete the attached form and post it back to us in the reply-paid envelope.

If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

Tom Karmel
Managing Director, NCVER

---

* Complete the survey by 26 June 2009 to go into the prize draw for $1,000.
** Complete the survey online by 15 June 2009 to go into the prize draw for $2,000.
Thank you for completing this form

Please return the form in the envelope provided (no stamp required) to:

2009 Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122

Remember, if you post the survey to us or complete it online by 6 pm AEST on Friday 26 June 2009 you’ll go into a draw for your chance to win $1,000.

2009 STUDENT OUTCOMES SURVEY PRIZE DRAW

| Method of entry | Entry open to those who receive an invite to and complete the 2009 Student Outcomes Survey. To enter respondents must complete the survey online (www.ncver.edu.au/sos), or return it to: 2009 Student Outcomes Survey c/o The Social Research Centre Reply Paid 85928 HAWTHORN VIC 3122 |
| Duration of entry period | The entry period for inclusion in the first prize draw is from 26th May 2009 until 6 pm AEST, 15th June 2009. The second entry period is from 26th May 2009 until 6 pm AEST 15th June 2009. The third entry period is from 26th May 2009 until 6 pm AEST 20th July 2009. |
| Details of prizes and prize values | The first entry drawn in the prize draw for online respondents will receive $2,000. The first entry drawn in the eight Australian States and Territories will receive $1,000. The first entry drawn in the second ‘national’ prize draw will receive $1,000. The total prize value is $11,000. |
| Date, time and place of draw | The first draw will be conducted at 12 pm AEST on 17th June 2009, the second draw will be conducted at 12 pm AEST on 1st July and the third draw at 12 pm AEST on 22nd July at Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. Winners will be randomly selected through a computer generated draw. |
| Name of newspaper and the date on which the results will be published | Winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in ‘The Australian’ newspaper on 22nd June 2009, 8th July 2009 and 2nd August 2009. |
| Trader’s name and address | The trader is The Social Research Centre Pty Ltd, Level 1, 262 Victoria St, North Melbourne, Victoria, 3051, ABN: 91 096 153 212 |
| Unclaimed prize draw | If the prizes are unclaimed by 30th October 2009 unclaimed prize draws will take place at 12 pm AEST on 3rd November 2009 at the above address. The winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in ‘The Australian’ newspaper on 8th November 2009. |

SOS 2009 PRIZE DRAW TERMS AND CONDITIONS OF ENTRY

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2009 Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122

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Congratulations on undertaking training in ‘APPLY PROTECTIVE COATINGS (BASIC)’. We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It’s easy
● Just go to www.ncver.edu.au/sos
Enter your username: 30810 and password: 2a9g5p
If you complete it online by 15 June 2009, you’ll get an extra chance of winning $2,000**
● Or complete the attached form and post it back to us in the reply-paid envelope.
If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

Tom Karmel
Managing Director, NCVER

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2009 STUDENT OUTCOMES SURVEY PRIZE DRAW
TERMS AND CONDITIONS OF ENTRY

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Reply Paid 85928
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Provision of State and Territory licence numbers
SA Licence No: T99528
ACT Licence No:TP09/00888
NSW Licence No:LT09/0905021

Congratulations on undertaking training in Certificate I In Spoken And Written English from Charles Darwin University.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It’s easy
● Just go to www.ncver.edu.au/sos
Enter your username: 27819 and password: 2a8q3n

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**
● Or complete the attached form and post it back to us in the reply-paid envelope.
● Or call us for free on 1800 020 676, and somebody will ask you the questions over the phone.

Thank you for your help.

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Managing Director, NCVER

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Provision of State and Territory licence numbers
SA Licence No: T90/528
ACT Licence No:TP04/08888
NSW Licence No:LTPS/09/015020

Congratulations on undertaking training in Certificate II In Spoken And Written English from Charles Darwin University. This included subjects such as ‘POST-BEGINNER MATHEMATICAL SKILLS’.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It’s easy

● Just go to www.ncver.edu.au/sos

Enter your username: 29820 and password: 2a9b2n

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

● Or complete the attached form and post it back to us in the reply-paid envelope.

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Provision of State and Territory licence numbers
SA Licence No: T90528
ACT Licence No:TP08/00868
NSW Licence No: LTPS/09/01520

Congratulations on undertaking training in 'Certificate I In Spoken And Written English' from Charles Darwin University.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*
It’s easy
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Enter your username: 27828 and password: 2a8q3x
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Provision of State and Territory licence numbers
SA Licence No: T395228
ACT Licence No: TP08/00888
NSW Licence No: L775/0901520

Congratulations on undertaking training in Certificate III in General Education For Adults.

Have your say.....and you could win!!

It's easy
● Just go to www.ncver.edu.au/sos

Enter your username: 4564 and password: 2a3b8k

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It’s easy
● Just go to www.ncver.edu.au/sos

Enter your username: 4564 and password: 2a3b8k

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

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Thank you for your help.

Tom Karmel
Managing Director, NCVER

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NATIONAL CENTRE FOR VOCATIONAL EDUCATION RESEARCH LTD
Level 11, 33 King William Street  Adelaide  South Australia 5000
PO Box 8288  Station Arcade  SA 5000
ph +61 8 8230 8400  fax +61 8 8212 3436
email ncver@ncver.edu.au   web  www.ncver.edu.au   ABN 87 007 967 311

NCVER
Australian Government
Department of Education, Employment and Workplace Relations
Have your say.....and you could win!!

Congratulations on undertaking training in Certificate II in General Education For Adults. This included subjects such as 'Numeracy and Mathematics II'.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It's easy
● Just go to www.ncver.edu.au/sos

Enter your username: 89264 and password: 2c7c3a

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

● Or complete the attached form and post it back to us in the reply-paid envelope.

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Managing Director, NCVER

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**089264-2-0**
Thank you for completing this form

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2009 Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122

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Provision of State and Territory licence numbers
SA Licence No: T09/S228
ACT Licence No:TP09/00868
NSW Licence No:LTPS/0901520

Congratulations on undertaking training in ‘Enter confined space’.
We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

Have your say.....and you could win!!

Complete the survey now for your chance to win 1 of 8 prizes of $1,000*

It's easy
● Just go to www.ncver.edu.au/sos
Enter your username: 88264 and password: 2c6w7p

If you complete it online by 15 June, you’ll get an extra chance of winning $2,000**

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The 2009 Student Outcomes Survey is a survey of students who successfully completed some vocational training in Australia during 2008. The survey has been conducted annually since 1997.

The survey looks at 3 important areas:
- Did students think the training was relevant and did it benefit them?
- Were students satisfied with the training received?
- Did employment situations change as a result of training?

The information is used by national and state/territory bodies, along with local training providers, to ensure vocational training is of high quality and relevant to Australian workplaces.

Your personal details were provided by the TAFE, private or community education provider where you did your training. This survey complies with the requirements of the Privacy Act 1988. Details on the privacy policies of NCVER and The Social Research Centre can be accessed from www.ncver.edu.au/sos.

Yes, all answers provided will remain confidential. Only group responses, not your individual responses are reported and importantly, all names, addresses and telephone numbers will be deleted from the survey database at the end of the project.

No, participating in the survey is voluntary. However, your answers are important as they can help to improve future vocational training. If you do not wish to participate please make this known by either returning the uncompleted survey form or telephoning The Social Research Centre on the freecall number below. This will ensure you do not receive any further communication from us. Please note however your response is valuable for future training needs.

The National Centre for Vocational Education Research (www.ncver.edu.au), Australia’s leading national vocational education and training research organisation, manages the survey. The Social Research Centre Pty Ltd, a national social research company, conducts the survey on NCVER’s behalf. The Australian Government Department of Education, Employment and Workplace Relations is funding the survey.

Either complete the survey online at www.ncver.edu.au/sos or send your survey back to us in the envelope provided (no stamp required).

If you would like more information about any aspect of this survey the staff at The Social Research Centre will be happy to answer your questions. Please contact them by:

Telephone: 1800 020 676 (Freecall)
Email: sos@srcentre.com.au

Mail: Student Outcomes Survey
c/o The Social Research Centre
Reply Paid 85928
HAWTHORN VIC 3122
HOW TO ANSWER QUESTIONS:

- Please cross ONE box only like this: Yes ☑ (unless otherwise requested).
- Correct mistakes like this: ☑ Yes ☐ No
  (If you make a mistake, simply scribble it out and mark the correct answer with a cross).
- Use a ballpoint blue or black pen (do not use a felt tipped pen).
- Some boxes have ‘Go to’ instructions that look like: Go to 17
  Please follow the ‘Go to’ even if you miss out on some questions.
- Where exact information is not known, please give the best answer you can.
- Where a written answer is required, please write clearly in the boxes provided.

Example Q49: In which country were you born?

Canada

ABOUT your training

This section focuses on the training shown on the front of the form.
For all questions in this section, ‘the training’ refers to that shown on the front of the form.

1. Are you still enrolled in the training shown on the front of the form?

   ☐ Yes  Go to 21
   ☐ No  Go to 2

2. Are you currently enrolled in any other training with a TAFE institute, TAFE division of a university, Skills Institute, Polytechnic, Registered Private Provider or Adult and Community Education Provider?

   ☐ Yes
   ☐ No

3. Have you completed all the training required to gain the qualification that is awarded for the training shown on the front of the form?

   ☐ Yes  Go to 6
   ☐ No  Go to 4
4. Why did you decide not to continue the training? (More than one box can be crossed)

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<th>ITEM CODE</th>
<th>Employment-related reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Changed jobs or started a new job</td>
</tr>
<tr>
<td>B</td>
<td>I lost my job</td>
</tr>
<tr>
<td>C</td>
<td>I learnt the skills I needed for my job</td>
</tr>
<tr>
<td>D</td>
<td>I achieved my training goals</td>
</tr>
<tr>
<td>E</td>
<td>I started other training</td>
</tr>
<tr>
<td>F</td>
<td>The training no longer related to my plans</td>
</tr>
<tr>
<td>G</td>
<td>The training was not what I expected</td>
</tr>
<tr>
<td>H</td>
<td>The training timetable was not flexible enough</td>
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</table>

<table>
<thead>
<tr>
<th>ITEM CODE</th>
<th>Training-related reasons</th>
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<td>Illness</td>
</tr>
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<td>K</td>
<td>Family reasons</td>
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<td>L</td>
<td>Financial reasons</td>
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<tr>
<td>M</td>
<td>Too many pressures on my time</td>
</tr>
<tr>
<td>N</td>
<td>Any other major reason (please specify)</td>
</tr>
</tbody>
</table>

5. From the list in Question 4, what was your main reason for choosing not to continue the training? (Please write the appropriate item LETTER code A to N in the box below)

Main Reason: [ ]

6. Which of the following describes how the training was delivered? (More than one box can be crossed)

- [ ] Personal/classroom communication with instructor(s)
- [ ] Printed materials
- [ ] Web-based resources
- [ ] Videotape, CD or DVD
- [ ] Online communication with instructor and other students
- [ ] Radio
- [ ] Television
- [ ] Video conference
- [ ] Teleconference
- [ ] Workshop practical activities
- [ ] Other

7. What sources of income did you have while doing the training? (More than one box can be crossed)

- [ ] Austudy
- [ ] Abstudy
- [ ] Youth Allowance
- [ ] Government pensions or benefits (e.g. Newstart, Disability pension)
- [ ] Scholarship/cadetship
- [ ] Paid work (including an apprenticeship or traineeship)
- [ ] Own business
- [ ] Parents or spouse/partner
- [ ] Other

8. Which of the following best describes when you started the training? (Cross one box only)

- [ ] While enrolled at school
- [ ] Within 12 months of leaving school
- [ ] More than 12 months after leaving school

9. What was your main reason for doing the training? (Cross one box only)

- [ ] To get a job
- [ ] To develop my existing business
- [ ] To start my own business
- [ ] To try for a different career
- [ ] To get a better job or promotion
- [ ] It was a requirement of my job
- [ ] I wanted extra skills for my job
- [ ] To get into another course of study
- [ ] To improve my general educational skills
- [ ] To get skills for community/voluntary work
- [ ] To increase my confidence/self-esteem
- [ ] Other reasons (please specify)

10. Did the training help you to achieve your main reason?

- [ ] Yes
- [ ] No
- [ ] Partly
- [ ] Don’t know yet
11  Did you enrol in the training because it was part of an apprenticeship or traineeship?
   □ Yes  Go to 12
   □ No  Go to 13

12  Have you successfully completed all requirements of your apprenticeship or traineeship?
   Note: This includes both the study and employment requirements of your apprenticeship or traineeship.
   □ Yes
   □ No, still ongoing
   □ No, cancelled or withdrew
   □ Don’t know

13  Would you recommend the training you have undertaken to others?
   □ Yes
   □ No

14  Would you recommend the institution where you undertook the training to others?
   □ Yes
   □ No

15  Before you started the training, did you have experience and skills related to the training you undertook?
   □ Yes  Go to 16
   □ No  Go to 20

16  Did the training provider assess your relevant experience and skills to see if the training could be shortened?
   □ Yes  Go to 17
   □ No  Go to 20

17  Did the training provider shorten the training based on your relevant experience and skills?
   □ Yes  Go to 18
   □ No  Go to 21

18  Was the training shortened based on previous study? (More than one box can be crossed)
   □ Yes, based on study at university
   □ Yes, based on study at TAFE
   □ Yes, based on study at a Private Provider
   □ Yes, based on study at Secondary School
   □ Yes, based on study elsewhere (please specify)
   □ No

19  Was the training shortened based on other relevant experience and skills? (More than one box can be crossed)
   □ Yes, based on relevant job experience/skills
   □ Yes, based on relevant life experience/skills
   □ Yes, based on something else (please specify)
   □ No

20  Did the training provider offer to assess your relevant experience and skills?
   □ Yes
   □ No
For the following questions, we want to know what you thought about the training stated on the front of the form.

**YOUR opinions on the training**

21  How would you rate, **on average**, the following aspects of the training?  
*(Please cross one box for each aspect using the scale below)*

<table>
<thead>
<tr>
<th>TEACHING</th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE NOR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>NOT APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  My instructors had a thorough knowledge of the subject content</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2  My instructors provided opportunities to ask questions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3  My instructors treated me with respect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4  My instructors understood my learning needs</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5  My instructors communicated the subject content effectively</td>
<td></td>
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</tr>
<tr>
<td>6  My instructors made the subject as interesting as possible</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ASSESSMENT</th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE NOR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>NOT APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>7  I knew how I was going to be assessed</td>
<td></td>
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</tr>
<tr>
<td>8  The way I was assessed was a fair test of my skills</td>
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</tr>
<tr>
<td>9  I was assessed at appropriate intervals</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>10 I received useful feedback on my assessment</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>11 The assessment was a good test of what I was taught</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENERIC SKILLS AND LEARNING EXPERIENCES</th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE NOR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>NOT APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 My training developed my problem solving skills</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>13 My training helped me develop my ability to work as a team member</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>14 My training improved my skills in written communication</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>15 My training helped me to develop the ability to plan my own work</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>16 As a result of my training, I feel more confident about tackling unfamiliar problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17 My training has made me more confident about my ability to learn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 As a result of my training, I am more positive about achieving my goals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19 My training has helped me think about new opportunities in life</td>
<td></td>
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</tr>
</tbody>
</table>

**Overall satisfaction with the training**

22  How would you rate, **on average**, your satisfaction with the overall quality of the training?  
*Using the scale box below, please rate your level of agreement with the following statement:*  

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE NOR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I was satisfied with the quality of this training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
23. Are you STILL ENROLLED in the training shown on the front of the form?
   - No → Go to 24
   - Yes → Go to 48

24. Have you enrolled in any other study since undertaking the training shown on the front of the form?
   - No
   - Yes, but cancelled or withdrew
   - Yes, still ongoing
   - Yes, finished

25. Which of the following best describes the level of the qualification you have enrolled in since undertaking the training? (Cross one box only)
   - Bachelor degree or higher
   - Advanced diploma or associate degree
   - Diploma or associate diploma
   - Certificate IV (or advanced certificate/technician)
   - Certificate III (or trade certificate e.g. apprenticeship)
   - Certificate II
   - Certificate I
   - Other certificate
   - Secondary school qualification (e.g. mature age, night school)
   - Statement of attainment
   - Other course (please specify)

26. Where did you enrol to do this study?
   - University
   - TAFE institute, Skills Institute or Polytechnic
   - TAFE division of a university
   - Private Provider
   - Adult and Community Education Provider
   - Secondary School
   - Other

27. Did you have a job of any kind at 29th May 2009?
   - Yes, worked for payment or profit
   - Yes, but absent on holidays, on paid leave, on strike, or temporarily stood down
   - Yes, unpaid work in a family business
   - Yes, other unpaid work
   - No, did not have a job

28. On what basis were you employed in your main job at 29th May 2009?
   - Wage or salary earner
   - Conducting own business - with employees
   - Conducting own business - without employees
   - Helper not receiving wages

29. Were you entitled to paid sick leave and/or paid holiday leave in your main job at 29th May 2009?
   - Yes, both
   - Yes, paid sick leave only
   - Yes, paid holiday leave only
   - No
30. What was your occupation and what were the main tasks you usually performed in your main job at 29th May 2009?

Give full title e.g. Apprentice chef, Childcare aide

What are the main tasks or duties you usually perform in this occupation? e.g. Preparing food/cooking food, Typing

31. What kind of industry, business or service was carried out by your employer/business in your main job at 29th May 2009? e.g. Steel pipe manufacturing, Childcare services, Fast food outlet, Clothing retailing

32. How many hours did you usually work each week in your main job at 29th May 2009?

- ☐ 35 hours or more per week
- ☐ 1-34 hours per week

33. How much did you usually earn (before tax or anything else is taken out) in your main job at 29th May 2009?

- ☐ $1,500 or more per week ($78,000 or more per year)
- ☐ $1,000-$1,499 per week ($52,000-$77,999 per year)
- ☐ $700-$999 per week ($36,400-$51,999 per year)
- ☐ $500-$699 per week ($26,000-$36,399 per year)
- ☐ $300-$499 per week ($15,600-$25,999 per year)
- ☐ $160-$299 per week ($8,320-$15,599 per year)
- ☐ $80-$159 per week ($4,160-$8,319 per year)
- ☐ $1-$79 per week ($1-$4,159 per year)

34. Which of the following job-related benefits do you feel you have received as a result of undertaking the training shown on the front of the form? (More than one box can be crossed)

- ☐ Got a job
- ☐ Was able to set up/expand my own business
- ☐ Change of job
- ☐ A promotion (or increased status at work)
- ☐ An increase in earnings
- ☐ Other (please specify)

35. How relevant is the training to your main job at 29th May 2009?

- ☐ Highly relevant
- ☐ Some relevance
- ☐ Very little relevance
- ☐ Not at all relevant

36. When did you commence your main job at 29th May 2009?

- ☐ Before I began the training
- ☐ While undertaking the training
- ☐ After I finished the training

37. How long did it take to find a job after undertaking the training?

- ☐ Less than one month
- ☐ One to three months
- ☐ Four to six months
- ☐ More than six months
36. Were you actively looking for work at 29th May 2009? (Cross one box only)

- Yes, I looked primarily for full-time work
- Yes, I looked primarily for part-time work
- No, I did not look for work

Note: Examples of actively looking for work include: Being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work.

39. Have you previously held a full-time job?

- Current job is first full-time job
- Previously had a full-time job
- Never had a full-time job

40. Which of the following personal benefits do you feel you have received as a result of undertaking the training shown on the front of the form? (More than one box can be crossed)

- Got into further study
- Advanced my skills generally
- Gained confidence
- Satisfaction of achievement
- Improved communication skills
- Made new friends
- Seen as a role model for others in the community
- Other (please specify)
- None

41. Did you have a paid job at any time during the six months before undertaking the training shown on the front of the form?

- Yes, worked for payment or profit
- Yes, but absent on holidays, on paid leave, on strike or temporarily stood down
- Yes, unpaid work in a family business
- Yes, other unpaid work
- No, did not have a job

Note: A job means any kind of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period.

42. On what basis were you employed in your main job during the six months before undertaking the training shown on the front of the form?

- Wage or salary earner
- Conducting own business - with employees
- Conducting own business - without employees
- Helper not receiving wages

43. Were you entitled to paid sick leave and/or paid holiday leave in your main job during the six months before undertaking the training?

- Yes, both
- Yes, paid sick leave only
- Yes, paid holiday leave only
- No

Note: If you could take paid sick and/or paid holiday leave after being employed for a certain period, for example three months, or a year, please cross the appropriate ‘Yes’ box.
44. What was your occupation and what were the main tasks you usually performed in your main job during the six months before undertaking the training?

Please cross this box if the same as current occupation (as reported in 30).

□ Go to 45

Give full title e.g. Apprentice chef, Childcare aide

45. What are the main tasks or duties you usually perform in this occupation? e.g. Preparing food/cooking food, Typing

46. What kind of industry, business or service was carried out by your employer/business in your main job during the six months before undertaking the training?

Please cross this box if the same as current industry (as reported in 31).

□ Go to 46

e.g. Steel pipe manufacturing, Childcare services, Fast food outlet, Clothing retailing

47. How many hours did you usually work each week in your main job during the six months before undertaking the training?

□ 35 hours or more per week
□ 1-34 hours per week

48. Are you of Aboriginal or Torres Strait Islander origin?

□ No
□ Yes, Aboriginal
□ Yes, Torres Strait Islander
□ Yes, both Aboriginal and Torres Strait Islander

49. In which country were you born?

□ Australia
□ New Zealand
□ United Kingdom
□ China (excludes SARs and Taiwan Province)
□ Viet Nam
□ Philippines
□ India
□ Hong Kong (SAR of China)
□ Korea, Republic of (South)
□ Other (please specify)

If ‘Other’, specify:

50. Do you speak a language other than English at home?

□ Yes — Go to 51
□ No — Go to 52

51. How well do you speak English?

□ Very well
□ Well
□ Not well
□ Not at all

52. Do you consider yourself to have a disability, impairment or long-term condition?

□ Yes — Go to 53
□ No — Go to 54

53. Please indicate the areas of disability, impairment or long-term condition. (More than one box can be crossed)

□ Hearing/deaf
□ Physical
□ Intellectual
□ Learning
□ Mental illness
□ Acquired brain impairment
□ Vision
□ Medical condition
□ Other

Note: Examples of actively looking for work include: Being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work.

□ Yes, I looked primarily for full-time work
□ Yes, I looked primarily for part-time work
□ No, I did not look for work
What was the highest level of schooling you completed before undertaking the training shown on the front of the form?

- Year 12 or equivalent
- Year 11 or equivalent
- Year 10 or equivalent
- Year 9 or equivalent
- Year 8 or below
- Did not go to school

Did you complete any of the following qualifications before undertaking the training shown on the front of the form? (More than one box can be crossed)

- Bachelor degree or higher
- Advanced diploma or associate degree
- Diploma or associate diploma
- Certificate IV (or advanced certificate/technician)
- Certificate III (or trade certificate e.g. apprenticeship)
- Certificate II
- Certificate I
- Other certificate
- Certificate of competency or proficiency
- Statement of attainment
- Pre-vocational training
- Other (please specify)

- None

YOUR suggestions for improvement

Do you have any suggestions for improving the training shown on the front of the form? (Please list up to 3 suggestions)

1. 

2. 

3. 

We would appreciate if you could provide a daytime contact phone number in case we need to get further information from you about any of your responses. You can be assured that all names, addresses and telephone numbers will be deleted from the survey database at the end of the project.

Phone Number ( )